

Church Lane Surgery

Inspection report

282 Church Lane
Kingsbury
London
NW9 8LU
Tel: 02082000077
www.church-lane-surgery.co.uk

Date of inspection visit: 23 February 2022
Date of publication: 11/03/2022

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Inspected but not rated



Are services safe?

Inspected but not rated



Overall summary

We carried out an announced remote inspection at Church Lane Surgery on 23 February 2022. **This was an unrated inspection of the service.**

Following our previous inspection on 4 August 2021, the practice was rated requires improvement overall, and specifically inadequate for providing safe services, requires improvement for providing effective and well-led services and good for providing caring and responsive services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Church Lane Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection to follow up on:

- A breach of Regulation 12 (safe care and treatment) of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 at our previous inspection in August 2021. Following that inspection, we issued the provider with a Warning Notice to comply with the regulation by January 2022. The Warning Notice identified the following key areas of concern:
- potential missed diagnosis/ coding issues of patients with diabetes;
- medicines over usage (short-acting beta2 agonist (SABA) inhalers);
- inadequate system for receiving and actioning Medicines and Healthcare Products Regulatory Agency (MHRA) alerts;
- learning disability reviews; and
- inadequate process for monitoring emergency medicines and vaccinations on site.

How we carried out the inspection

Throughout the pandemic CQC has continued to regular and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection included:

- Completing clinical searches on the practice's patient records systems remotely and discussing findings with the provider
- Conducting an interview with the provider using video conferencing
- Requesting evidence from the provider

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider and other organisations.

We found that:

Overall summary

- The practice had addressed the issues identified in the Warning Notice issued after the previous inspection. The practice had developed policies and protocols to improve the review and management of patients in relation to the diagnosis of diabetes, management of asthma patients and over usage of SABA inhalers, review of learning disability patients and monitoring of emergency medicines and vaccinations on site.
- In relation to the areas focused on at this inspection:

The practice provided care in a way that kept patients safe and protected them from avoidable harm.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist adviser.

Background to Church Lane Surgery

Church Lane Surgery is a GP practice located in the London Borough of Brent in North West London. The practice is located in converted premises. Services are provided from: Church Lane Surgery, 282 Church Lane, Kingsbury, London, NW9 8LU.

The practice is registered with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder and injury, surgical procedures, family planning and maternity and midwifery services.

Church Lane Surgery is situated within the North West London CCG and provides services to approximately 9,478 patients under the terms of a Personal Medical Services (PMS) contract. There are three GP partners and one salaried GP. Two of the GPs are male and two are female. The practice employs a practice nurse, healthcare assistant and phlebotomist. The practice manager is supported by a deputy practice manager and a team of administrative and reception staff.

The CCG has commissioned an extended hours service, which operates between 8am and 8pm Monday to Sunday at 'Hub' locations. Patients may book appointments with the service by contacting the practice.

According to the latest available data, the ethnic make-up of the practice is 44.7% Asian, 33.5% White, 12.3% Black, 5.6% Other and 3.8% Mixed. The practice informed us that it has a high population of Sri Lankan Tamils with considerable educational and socio-economic disadvantage. Information published by Public Health England rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the highest levels of deprivation and ten the lowest. The majority of the practice demographic is people of working age, with a slightly higher proportion of young people and slightly lower proportion of older people than the local and national averages.